

BlueLink

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Important: Verify Your Practice Info Now

We need your help.

Log in to the Provider Portal (CareFirst Direct) at www.carefirst.com/providers to view the information we have on file for your practice.

Click the “Verify Provider Information” button to let us know that the information displayed is correct. If you need to make changes click the “Update” link and follow the process to submit the change.

Why it benefits you?

Accurate provider information is essential for doing business with CareFirst – it helps us deliver important contract information to the right place, helps avoid errors in claims, and helps to speed up your reimbursement.

Better Data. Better Service. You're in Control.

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Quick Links to:

- [Provider Representatives and Contacts](#)
- [Phone Numbers and Claim Addresses](#)

DR. WINN SAYS...



Dr. Winn Says...

In this recurring feature, Dr. Daniel Winn, an internist and CareFirst Vice President and Senior Medical Director, offers tips of importance to you and your staff.

[Listen](#) as Dr. Winn discusses the importance of screening for diabetic retinopathy.

Preventive care. It's a team sport

While Dr. Winn focused specifically on diabetic retinopathy in the audio segment, you know that there are many other [preventive screenings and services](#) that can help detect diseases in the early stages, when they are most treatable.

The problem is that many patients may not realize the impact these services have

in improving their health – and that's where you come in.

You may think that the OB/GYN is recommending breast screenings and your patient followed through. You may think that your patient is actually getting to the ophthalmologist for that retinopathy screening. **But, did they?**



Preventive care is a team sport.

Help your colleagues, help your patients and help our members understand the importance of disease prevention and routine follow-up.

Read the questions below and think about your response. Then, click on each box to send us your comments directly – it's that simple.

Your responses could be featured in an upcoming issue of *BlueLink*. Send us your feedback today.

WHAT'S HAPPENING



Translation Services Available

Do you have a patient in your office whose primary language is not English? CareFirst now provides translation services through the AT&T Language Line at no charge for our practitioners and members.

The AT&T Language Line provides assistance with languages ranging from Albanian to Vietnamese. If your patients require interpretation services, contact CareFirst's [Provider Services](#) department at (800) 842-5975 to connect your office to the AT&T Language Line.

The AT&T Language Line interpreters analyze the original message and select words that most accurately convey the true meaning of what is said. Interpreters do not interpret word-for-word, but meaning-for-meaning. Your office staff remains on the line during the call to take the lead and provide subject matter expertise.

In Case You Missed It

Our "In Case You Missed It" feature is designed to highlight important updates that you may have missed. Click the icon to catch up.

Reminder: New CMS-1500 Claim Form

Do you submit paper claims? Are you using the [new CMS-1500 claim form](#) (version 02/12)?

All paper claims must be submitted on the new form. To obtain the new form, you should use your normal process. Claims submitted on older versions of the form will be returned to the provider.

It's Your Money. Claim It. Now.

You can also avoid rejected claims by becoming an electronic submitter. Visit www.carefirst.com/electronicclaims to learn more.



HEALTH CARE POLICY

Medical Policy Updates

Our Health Care Policy department continuously reviews medical policies and operating procedures as new, evidence-based information becomes available regarding advances on new or emerging technologies, as well as current technologies, procedures and services. The table below is designed to provide updates on changes to existing or new local policies and procedures during our review process. Each local policy or procedure listed includes a brief description of its status, select reporting instructions and effective dates. Policies from non-local accounts, such as NASCO and FEP, may differ from our local determinations. Please verify member eligibility and benefits prior to rendering service through [FirstLine](#) or [CareFirst Direct](#).

Note: The effective dates for the policies listed below represent claims processed on and after that date.

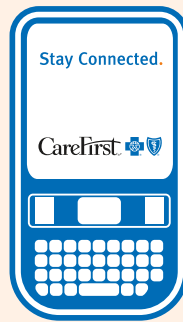
MEDICAL POLICY AND/OR PROCEDURE	ACTIONS, COMMENTS AND REPORTING GUIDELINES	POLICY STATUS AND EFFECTIVE DATE
2.01.016 Blood-Derived Growth Factors for Wound Healing	Under Policy Guidelines, added 2014 rationale statement. Report service with HCPCS code S0157.	Periodic review and update Effective 3/24/14
2.01.059 Quantitative Sensory Testing for Peripheral Neuropathies	Under Policy Guidelines, added 2014 rationale statement. Report service with Category III CPT® codes 0106T, 0107T, 0108T, 0109T, 0110T or HCPCS code G0255.	Periodic review and update Effective 3/24/14
2.02.001 External / Extracorporeal Counterpulsation (ECP / EECP)	Under Policy Guidelines, added 2014 rationale statement. Report service with Category I CPT® code 92971.	Periodic review and update Effective 3/24/14
2.03.003 Transcatheter Arterial Chemoembolization for Malignant Tumors of the Liver	Under Policy Guidelines, added 2014 rationale statement. Report service with Category I CPT® codes 37243 or 75894.	Periodic review and update Effective 3/24/14
3.01.010 Transcranial Magnetic Stimulation for Treatment of Depression and Other Psychiatric / Neurologic Disorders	Policy changed from experimental / investigational to medically necessary for specific criteria. Under Policy Guidelines, added 2014 rationale statement. Under Provider Guidelines, added information regarding criteria for authorization and a notation: "for preauthorization, contact the behavioral health number on the back of the member's ID card." Refer to policy for details.	Periodic review and update Effective 3/24/14
7.01.088 Vertebral Disk Replacement / Lumbar Disk Prosthesis	Under Policy Guidelines, added 2014 rationale statement. Report service with Category I CPT® codes 22857, 22862 or 22865.	Periodic review and update Effective 3/24/14
11.01.037 Serum Biomarker Panels for Assessment of Hepatic Fibrosis	Under Policy Guidelines, added 2014 rationale statement. Report service with Category I CPT® unlisted code 84999.	Periodic review and update Effective 3/24/14
11.01.041 KRAS Mutation Analysis in Metastatic Colorectal Cancer	Under Policy Guidelines, added 2014 rationale statement. Report service with Category I CPT® codes 81275, 81403 or 88363.	Periodic review and update Effective 3/24/14

CPET CORNER

CPET Corner

Our Mental Health/Substance Abuse webinar for Professional providers will define the relationship between CareFirst and Magellan Behavioral Health, as well as describe the products and membership cards for each product.

Visit www.carefirst.com/cpet for a complete list of seminars and webinars.



Need a quick way to register for
Provider News & Updates by email?

Text **CFPROVIDER** to **67463**

Standard messaging rates apply. You will receive only a registration and a confirmation text message from CareFirst. No additional text messages will be sent to your phone.



Hey, Whaddya Think?

Ok, so *whaddya think?*

Over the past year we've made many changes and enhancements to *BlueLink* with one goal in mind: to serve you better and improve the way we work together.

We've added new features, increased the use of audio segments and improved the use of pictures, graphics and charts – at the same time delivering timely news to help you help your patients, our members.

More changes are in the works, but we'd like to know *whaddaya think* of what we've done so far? Are our efforts good? Bad? Hardly noticeable? What else would you like to see us do?

Email your comments to newsletter.editor@carefirst.com and let us know.

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